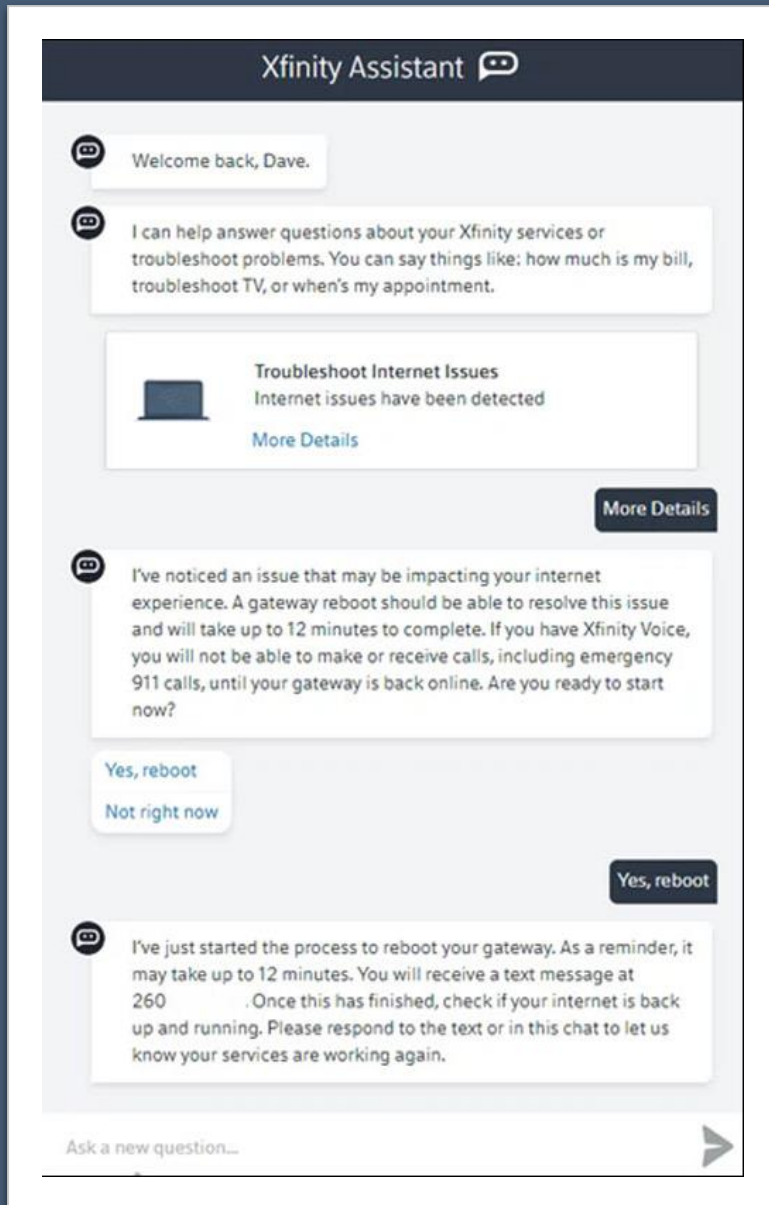


Get Help from the Xfinity Assistant

Table of Contents

- [What's the Xfinity Assistant?](#)
- [Where Can I Access the Xfinity Assistant?](#)
- [How Can I Use the Xfinity Assistant?](#)



What's the Xfinity Assistant?

Have a question about your Xfinity products and services? Just chat with the Xfinity Assistant to get help online 24/7!

The Xfinity Assistant is an always-on virtual assistant that lets you get personalized, guided help.

After logging into your account, you can ask questions and get solutions for repair, billing and account issues. It uses data from your account to offer relevant, helpful information. But, if for some reason your issue isn't resolved, the Xfinity Assistant connects you with an agent who can chat with you online to help.

Where Can I Access the Xfinity Assistant?

The easiest way to access the Xfinity Assistant is by going to xfinity.com/assistant. Other ways include:

- On the [Support](#) and [Contact Us](#) pages on xfinity.com, click Chat with Xfinity.
- In the [My Account app](#), click on the chat bubble icon on the upper right-hand corner.
- In the [Xfinity app](#), click the chat bubble icon on the upper right-hand corner.
- If you have Xfinity X1 with your Xfinity Voice Remote use to ask for help with select troubleshooting, account or billing issues. Once you've asked a question, you'll see Xfinity Assistant pop up on the bottom of your screen, along with buttons for actions to solve your question or comment.
 - Note: System Reset voice commands will allow you to select Send Link to launch the Xfinity Assistant SMS app. The app provides access to external content such as Help & Support documents.

How Can I Use the Xfinity Assistant?

Simply ask a question about your account (like in the following examples) and the Xfinity Assistant will respond.

Try saying things like:

- Billing
 - “Pay my bill.”
 - “View my bill.”
 - “Why is my bill different?”
- Troubleshoot
 - “Am I in an outage?”
 - “Why is my TV not working?”
 - “Why is my Internet slow?”
 - "System Refresh"
- Account Information
 - “What’s my WiFi password?”
 - “When is my appointment?”
 - “Reschedule my appointment.”

